EV 910
User's Guide

Gateway™

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Introduction

Setting up this monitor involves performing the following tasks in order:

- **Preparing for setup** explains several monitor safety precautions.
- **Power management** describes the power management features on your monitor.
- **Connecting the monitor** shows how to connect the cables to the back of the monitor and to your computer.
- **Using the monitor** describes how to start the monitor and change display settings using the flywheel control.
- **Attaching and removing the base** explains how to connect the base to your monitor and how to remove if you need the monitor to fit into a small space.

The final section of this manual, **Maintaining and Troubleshooting**, provides some helpful tips for maintaining your monitor and for troubleshooting basic monitor problems.

Preparing for setup

Safety precautions

- Read all instructions before using the monitor and save them for later use.
- Follow all warning and instructions marked on the product.
- To avoid electrical shock, never open the monitor case.
- Never use the monitor if the power cable has been damaged. Do not allow anything to rest on the power cable. Keep the cable away from traffic.
- The openings in the monitor cabinet are for ventilation. Do not block or cover these openings. Do not insert anything into these openings. If you put the monitor in a bookcase or some other enclosed space, be sure to leave space around the monitor for ventilation.
- Do not expose the monitor to rain or use it near water. If the monitor gets wet, unplug it and contact Client Care.
- This monitor is equipped with a 3-wire grounding-type plug as a safety feature. This plug will only fit into a grounding-type outlet. If you are unable to insert the plug into an outlet, contact an electrician to install a three-prong grounding outlet. Do not try to remove any of the prongs.
- If any problems occur, unplug the monitor and contact Client Care.

Power management

The monitor has an LED light on the front panel that shows whether the power is on, asleep, or off.

LED	Mode	Status
Green LED light	Normal mode	Power is on
Orange LED light	Power-saving mode	Power is on but monitor screen is dark (asleep)
No LED light	Off mode	Power is off

To wake the monitor when it is in power-saving mode, move your mouse or touch any key on the keyboard.

Connecting the monitor

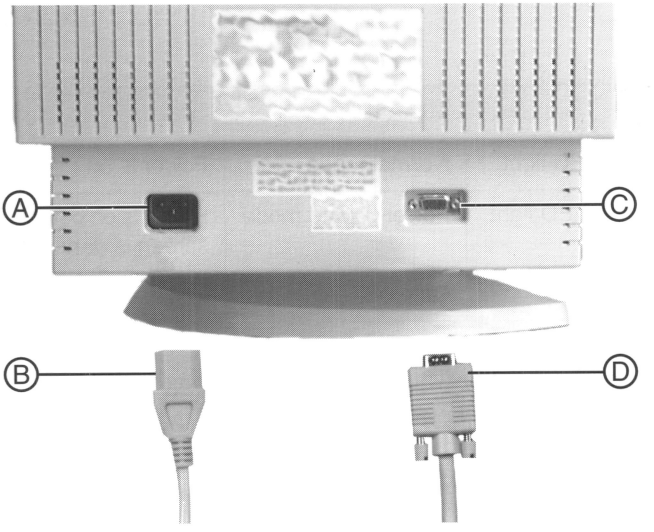
Follow these instructions to connect the monitor and power cables.

To connect the video and power cables:

1. Position the monitor and the computer so that you can easily access cables and cable connections.

   Make sure that all power cables can reach a properly grounded electrical outlet.

2. Locate the power and monitor connectors on the back of the monitor.



A. Power connector

B. Power cable

C. Monitor connector

D. Monitor cable

3. Connect the monitor and video cables to the back of the monitor.

4. Connect the other end of the monitor cable to the matching blue port on the back of your computer.

5. Tighten the thumb screws on the monitor cable to prevent the cable from coming loose and to prevent radio and TV interference.

6. Plug the other end of the power cable into a properly grounded electrical outlet.

   Use the power cord that came with the monitor to conform with mandatory FCC standards.

   If you need to disconnect the power cord from either the wall socket or monitor, wait 30 seconds after you turn off the monitor before you unplug it. Waiting 30 seconds lets the monitor discharge any static electricity from the screen surface so you will not get any static shocks.

Using the monitor

To start the monitor:

1. Press the power button once.

   The power LED light flashes and the monitor demagnetizes itself for about five seconds.

Caution!

When the monitor is turned on it generates a strong magnetic field. This magnetic field can erase or seriously affect data stored on magnetic tapes or diskettes that are near the monitor.

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2. Turn on the computer.

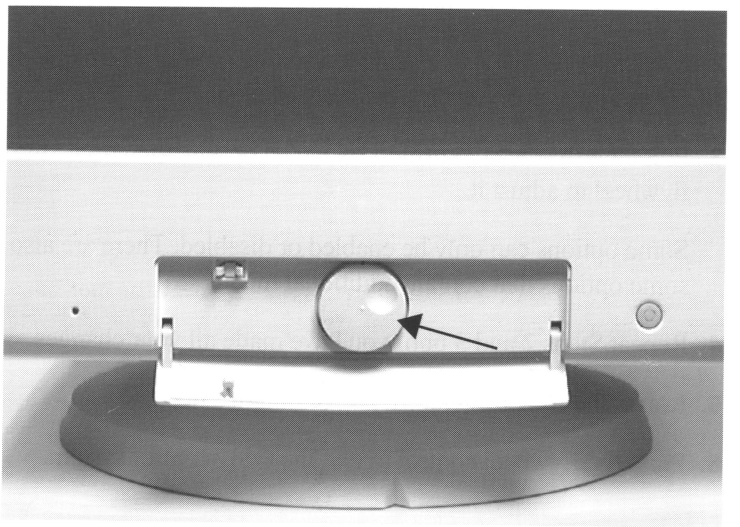
   Once the computer is running, the power LED light on the monitor should be green. If the light is not green, check the connections and refer to the "Maintaining and troubleshooting" section of this manual.

Adjust the controls to get the best picture. Experiment with the display settings to choose the ideal image size and position for you. These settings will be saved automatically.

Refer to "Adjusting display settings" for information about changing your display.

Adjusting display settings

This monitor features a flywheel control that lets you adjust contrast, brightness, and other screen settings.



To adjust the display settings:

1. Press the flywheel control.

   The main menu appears. The current display settings appear across the top of the main menu.

2. Rotate the flywheel to highlight a setting option. The name of the option appears in the center of the menu.

3. Press the flywheel control to select the option, then rotate the flywheel to adjust it.

   Some options can only be enabled or disabled. There are also some options that contain additional menus.

4. Repeat Steps 2 and 3 until you have made all your changes.

5. Rotate the flywheel control and highlight **Exit**.

6. Press the flywheel control to exit the OSD control system.

OSD options for display settings

- **Contrast** increases or decreases image contrast.
- **Brightness** increases or decreases image brightness.
- **Horizontal Size** increases or decreases the width of the display image.
- **Horizontal Position** moves the image to the left or right side of the screen.
- **Vertical Size** increases or decreases the height of the image.
- **Vertical Position** moves the image to the top or bottom of the screen.
- **Pincushion** curves the sides of the image inward or outward.
- **Trapezoid** increases or decreases the trapezoid distortion of the image.
- **Degauss** removes magnetic discoloration from the image.
- **Recall** returns most options to the original factory default settings if the monitor is currently using a preset video mode. (See the "Video modes" section in this guide for information about the factory preset modes.)
- **Advanced option** opens the Advanced option menu.
- **Color** opens the Color Manager menu.
- **Language** changes the display language for the OSD control system.
- **Information** displays Information about the monitor's preset modes.
- **OSD Manager** moves the OSD control window on the screen.
- **Exit** closes the OSD controls.

Video modes

You may want to change the video display setting to a different setting when you play some games or use some programs. Refer to the documentation that came with the game or program for suggested display modes.

The preset video display settings are:

Mode	Display Mode	Horizontal Frequency	Vertical Frequency
1	1024x768	60.0 kHz	75 Hz
2	800x600	37.8 kHz	60 Hz
3	SVGA 800x600	46.8 kHz	75 Hz
4	640x480	31.4 kHz	60 Hz
5	1024x768	48.3 kHz	60 Hz
6	SVGA 640x480	37.5 kHz	75 Hz
7	VGA 720x400	31.4 kHz	70 Hz
8	1280x1024	79.9 kHz	75 Hz
9	1600x1200	93.7 kHz	75 Hz

You can create your own preset mode and store it as a setting that can be accessed by pressing the flywheel control and selecting the OSD User option.

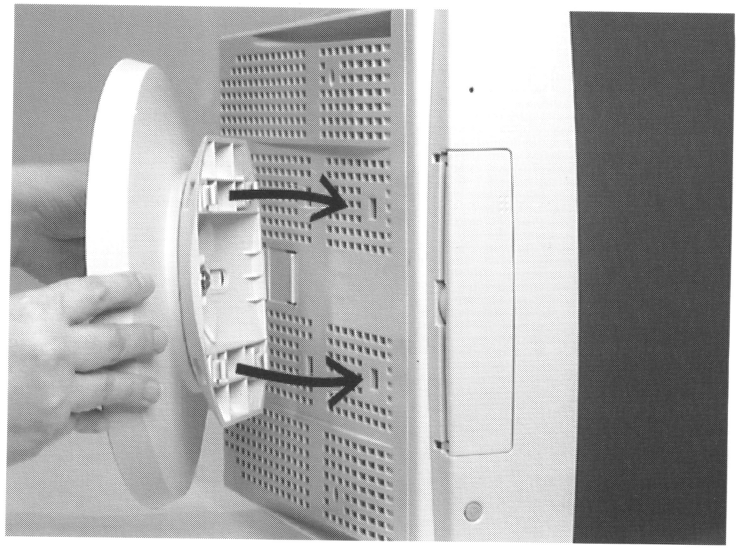
Attaching and removing the base

Attaching the base

Your monitor comes with a tilt/swivel base that you can attach to the monitor. Follow these instructions if your base was shipped separately from the monitor.

To attach the base:

1. Carefully set the monitor on its side with the bottom of the monitor facing you.
2. Hold the base so that the narrow end is pointed toward the back of the monitor.
3. Align the four hooks on the bottom of the base with the corresponding slots on the bottom of the monitor.



4. Slide the base forward until it clicks into place.
5. Carefully set the monitor upright and place the monitor on a sturdy even surface.
6. If you are setting up your system for the first time, refer to the setup poster for more information on connecting additional cables and devices.

Important:

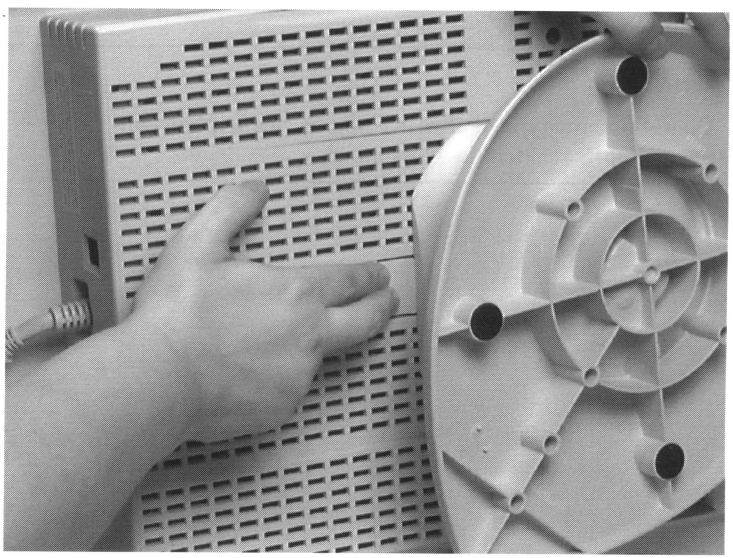
If you would like to remove the base from the monitor to save space or to fit it into a smaller area in a computer desk, go to "Removing the base."

Removing the base

You can use your monitor without the base to save space or to fit it into a smaller area in a computer desk.

To remove the base:

1. Turn off the system, then disconnect any cables.
2. Carefully set the monitor on its side with the bottom of the monitor facing you.
3. Rotate the base so that you can easily get to the retaining latch on the bottom of the monitor.
4. Press down on the retaining latch. While holding down the latch, slide the base toward the back of the monitor until it releases.



Maintaining and troubleshooting

Maintaining the monitor

To keep your monitor in optimal working order:

- Do not block the ventilation holes.
- Do not expose the monitor to rain or use near water.
- Keep the monitor away from radiators or heat vents.
- Keep the monitor out of direct sunlight.
- Keep the monitor away from any equipment that generates a magnetic field.

Cleaning the monitor

Clean the monitor using a soft cloth lightly moistened with water. Wipe the cabinet, glass panel, and controls.

Caution!

Do not use any type of abrasive pad or cleaner. You can permanently scratch the glass panel.

Troubleshooting

If you have a problem with your monitor, follow this troubleshooting procedure:

1. Turn off your computer and monitor.
2. Disconnect the monitor cable from the back of the monitor and the back of the computer.
3. Check ends of the monitor cable for any pins that might be bent or pushed in.
4. If the pins are bent or pushed in, try to straighten the pins.

   - OR -

   If the pins are not bent or pushed in, go to Step 8.
5. Reconnect the ends of the monitor cable to the back of the monitor and to the back of the computer.
6. Turn on the computer.
7. If the problem is corrected, you have completed the troubleshooting procedure and your monitor should work now.

   - OR -

   If the problem was not corrected, go to the next step.
8. Plug the power cable directly into a wall outlet. Do not plug the power cable into a surge protector.
9. Press the power button on the monitor for three seconds.
10. If the green power light appears, go to the next step.

    - OR -

    If the green power light does not appear, contact Client Care.

11. If a red, blue, and green self-test box appears, the monitor is functioning properly. Contact Client Care to continue troubleshooting your video problem.

    - OR -

    If the self-test box does not appear or the colors in the self-test box are not red, blue, and green, contact Client Care.

If the monitor is functioning properly, but the picture quality is poor, follow some of the following suggestions to adjust picture quality. Make sure that the monitor has warmed up for approximately 30 minutes before making any judgments about the picture quality.

Picture is fuzzy

Refer to the "Adjusting display settings" section of this manual for information on adjusting the contrast and brightness controls to improve the picture quality.

Picture bounces, jitters, or has waves

Make sure that:

- Unshielded speakers are not placed too close to the monitor.
- There are no strong magnetic fields close to the monitor.
- The monitor is not positioned too close to another monitor, electric fan, fluorescent light, metal shelf, or laser printer.

If none of these suggestions solves the problem, try plugging the monitor into another outlet, preferably one on a different circuit.

Picture has shadows or "ghosts"

- Remove any extension cables or switchboxes.
- Check the video connector and the end of the video cable for any pins that might be bent or pushed in.
- Make sure the video cable is properly connected to the back of the computer and the back of the monitor.
- Make sure that the video cable is not damaged.
- Make sure that you are using the video cable that came with the monitor.

Color is not uniform

- Make sure the monitor warms up for at least 30 minutes before making a final judgment of color uniformity.
- Make sure that:
  - Non-shielded speakers are not placed too close to the monitor.
  - There are no strong magnetic fields close to the monitor.
  - The monitor is not positioned too close to another monitor, electric fan, fluorescent light, metal shelf, or laser printer.
- Press the degauss button on the control panel to demagnetize. Repeat every 30 minutes if necessary.

Image is not sized or centered properly

Use the size and center controls to adjust the image as desired. Refer to "Adjusting display settings" for information about these controls.

Image cannot be adjusted to fill screen

Some video modes used by your monitor produce images that cannot be adjusted all the way out to the bezel edge (the edge where the screen glass and monitor casing meet). This condition does NOT indicate that the monitor is defective.

Try selecting a different refresh rate or resolution setting.

Setting the monitor type

If you need to reset the monitor type, follow this procedure.

To set the monitor type:

1. Turn on the computer.
2. The **Starting Windows 98** message appears.
3. Press F8.
4. Select **Safe mode.**

   The system to finishes starting up. Windows 98 starts in "safe mode."
5. Click **Start**, **Settings**, then **Control Panel**.

   The Control Panel window opens.
6. Double-click the **Display** icon.

   The Display Properties window opens.
7. Click the **Settings** tab.
8. Click **Advanced Properties**.

   The Advanced Display Properties window opens.
9. Click the **Monitor** tab.
10. Click **Change**.

    The Select Device window opens.

11. Select **Plug and Play monitor (VESA DDC)**.

12. Restart your computer.

Specifications

Specifications are subject to change without notice or obligation.

CRT	19-inch diagonal (18 inches viewable) flat square tube, antistatic, 90° deflection, 0.26mm dot pitch
Resolution	1600 x 1200
Display colors	Unlimited
Scanning frequency	Horizontal, 30-95 kHz Vertical, 50-200 Hz
Display area	14.4 x 10.8 inches (W x H) (365.8 x 274.3mm)
Power input	90-264VAC, 50/60 Hz, 2.0A
Dimensions	18.0 x 18.3 x 18.6 inches (W x H x D) (457 x 465.5 x 472mm)
Weight	52.9 lbs (24kg)
Certifications	UL, CSA, DHHS, FCC Class B, MPR-II, CE Mark, TUV/GS, TCO-92, ISO9241-3, C-TICK, VCCI, N, PSB, S
Power management	Meets International ENERGY STAR requirements: Suspend mode = <8W Active-off mode = <3W

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Regulatory compliance statements

American Users:

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help.

Warning!

This device has been tested and found to comply with the limits of a Class B digital device. The accessories associated with this equipment are as follows:

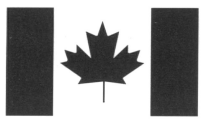
- **Shielded video cable**
- **Shielded power cord.**

Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

Power Supply Notice

Install only a UL LISTED/CSA LABELED power supply cord meeting the following specifications:

Plug Type	Nema-Plug 5-15p
Cord Type	SVT or SJT, minimum 3 × 18 AWG
Length	Maximum 15 feet
Rating	Minimum 7A, 125V



Canadian Users:

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of Industry Canada.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le règlement sur le brouillage radioélectrique édicté par Industrie Canada.

Power Supply Notice

Install only a UL LISTED/CSA LABELED power supply cord meeting the following specifications:

Plug Type	Nema-Plug 5-15p
Cord Type	SVT or SJT, minimum 3 × 18 AWG
Length	Maximum 15 feet
Rating	Minimum 7A, 125V

Utilisez strictement un cordon d'alimentation exhibant les characteristiques suivantes:

Fiche	Type NEMA 5-15p
Cordo	SVT ou SJT, minimum 3 × 18 AWG
Longueur	15 pieds/4.5 mètres maximum
Capacité	7A, 125V minimum

European Users:

This Information Technology Equipment has been tested and found to comply with the following European directives:

[i] EMC Directive 89/336/EEC amending directive 92/31/EEC & 93/68 EEC as per

- EN 50081-1:1992 according to
  EN 55022:1995 Class B
  EN 61000-3-2:1995 or EN 60555-2:1986
  EN 61000-3-3: 1995

- EN50082-1:1992 according to
  EN 61000-4-2:1995 or IEC 801-2:1984
  ENV 50140:1994 or IEC 801-3:1984
  EN 61000-4-4:1988 or IEC 801-4:1998

[ii] Low Voltage Directive (Safety) 73/23/EEC as per EN 60950: 1992

Japanese Users:

This equipment is in the Class 2 category (Information Technology Equipment to be used in a residential area or an adjacent area thereto) and conforms to the standards set by the Voluntary Control Council for Interference by Information Technology Equipment aimed at preventing radio interference in such residential area.

When used near a radio or TV receiver, it may become the cause of radio interference. Read instructions for correct handling.

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取扱説明書に従って正しい取り扱いをしてください。

N-93

Australian and New Zealand Users:

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to the Australian/New Zealand standard AS/NZS 3548 set out by the Spectrum Management Agency.

EPA International/Energy Star:

This monitor is Energy Star compliant when used with a computer equipped with VESA Display Power Management Systems (DPMS). The Energy Star emblem does not represent EPA endorsement of any product or service.

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